

# Oracle Communications Consulting (OCC) Professional Services Coverage for Peak Traffic Periods



OCC is the well-established industry leader for providing specialized professional services for the management of the Communications Global Business Unit (CGBU) product portfolio Worldwide. With unmatched skillsets, extensive specialized expertise, and a proven set of best practices and methodologies for the optimization and ongoing management of the Oracle Communications suite, OCC is a trusted advisor capable of total accountability for the successful operation of your production environment when you need it most.

## OUR SERVICES ENGAGEMENT VALUE

Oracle Communications Consulting's enhanced services package provides custom-tailored professional services specific to its customers' unique network needs. These services help support, operate, and manage existing Oracle Communications solution environments during annual peak traffic periods. With our team's dedication to delivering consistent value throughout the course of the engagement, OCC provides total assurance of solution optimization and stability. We ensure the achievement of targeted business and technology outcomes, reducing overall solution risk, providing an accelerated time to market for new services, lowering the total cost of ownership, and providing increased capacity for innovation.

### Key Benefits and Value Proposition

- Provides access to dedicated OCC subject matter experts with unmatched product experience and expertise to proactively support and maintain the existing Oracle Communications architecture. This may be in preparation for, and throughout, annual peak traffic periods, for the purposes of maximizing performance, capacity, stability, redundancy, resiliency, and achieving overall solution optimization, while ensuring total system compliance with proven best practices and methodologies.
- Offers key reactive support throughout recurring annual peak traffic periods via 24x7 service desk, resulting in highly-efficient root cause analysis with critical support for the broader network environment ecosystem. Included are hands-on assistance with existing service expansion, change management, software release management, method of procedure development, and application of additional operational efficiencies.
- Improves overall operational efficiency and reduces expenses throughout peak season, while allowing for reallocation of key technical personnel to focus attention on other more strategic and critical facets of the business where they are needed the most.

*“OCC’s comprehensive services program for management of the Oracle Communications product suite raises the bar for all other managed services vendors”*  
*- Vice President, Top U.S. Healthcare Provider*

### Products Covered

Including, but not limited to, the following Oracle Communications products:

- Session Border Controller (SBC)
- Session Router (SR)
- Subscriber-Aware Load Balancer (SLB)
- Enterprise Operations Monitor (EOM)
- Enterprise Communications Broker (ECB)
- Session Delivery Manager (SDM)
- Interactive Session Recorder (ISR)
- Diameter Signaling Router (DSR)
- Policy & Charging Rules Function (PCRF)
- Software Defined Wide Area Network (SD-WAN)

- Minimizes potential service impacts via proactive monitoring and support, effectively intercepting issues and reducing downtime if/when incidents occur due to shortened support and repair times. This effectively ensures total service availability during critical peak and off-peak traffic periods.
- Offers a cost-effective services solution to provide comprehensive system coverage for the Oracle Communications portfolio during peak traffic season, as compared to a higher-cost subscription to a larger-scale annual Managed Services program.

#### Related Services

- OCC Managed Services
- OCC Deployment & Configuration Services

## OUR ARRAY OF AVAILABLE SERVICES

| GLOBAL SERVICE DESK   | PRODUCT INTEGRATION & SUPPORT  | INFRASTRUCTURE, GOVERNANCE & ENABLEMENT  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• Incident Management</li> <li>• Log Collection</li> <li>• Root Cause Analysis*</li> <li>• NOC Integration</li> <li>• System Health Checks</li> <li>• Proactive Monitoring</li> </ul>  | <ul style="list-style-type: none"> <li>• Service Request Management</li> <li>• Architecture &amp; Design Guidance</li> <li>• Configuration MACDs</li> <li>• Authorized Service Interruptions &amp; Maintenance Window Support</li> <li>• Remote Technical Strategy Sessions</li> <li>• Configuration &amp; Security Parameter Audit and Optimization</li> <li>• Existing Service Updates/Expansion</li> <li>• Software Release Management &amp; Application</li> <li>• Custom MOP Development</li> </ul> | <ul style="list-style-type: none"> <li>• Custom Reporting &amp; Alert Setup</li> <li>• Executive Dashboard</li> <li>• Quarterly Business Review</li> <li>• Project Governance</li> <li>• Operational Enhancements</li> <li>• Knowledge Transfer Sessions</li> <li>• Operational Manual Documentation</li> <li>• As-built Infrastructure Documentation</li> </ul> |
| <p>*Enrollment in the OCC services program results in expedited root cause analysis by bringing in specialized global Subject Matter Experts with intimate knowledge of the inner workings of the customer's unique network, who utilize OCC's proven set of best practices, processes and procedures while leveraging key internal Oracle-to-Oracle relationships to expedite incident resolution.</p> |  |  |

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